



## **POS: Device Troubleshooting**

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This section addresses problems that may arise while using the POS device and printer and offers possible solutions to these problems. Try all of the suggested solutions before calling the EDS POS/Internet Help Desk.

### **POS DEVICE**

**Problem:** No power.

**Possible Solutions:**

- Make sure that all plugs are firmly connected between the wall outlet and the POS device.
- Plug in a different appliance to the power outlet to determine if the outlet is working.
- If the POS device is plugged into a power strip, make sure the switch on the power strip is on. If the strip is equipped with a reset button, press it.

The POS device should remain plugged into an active power outlet at all times to avoid draining the battery reserve. If you turn off circuit breakers before closing your place of business for the day, make sure that the circuit breaker for that outlet remains on.

**Problem:** The terminal is on, but the "System Start" screen does not appear.

**Possible Solutions:**

- Unplug the terminal and plug it back in.
- If the "System Start" screen does not appear 30 seconds after the unit has been plugged in, this may indicate a battery failure. Call the EDS POS/Internet Help Desk for instructions.

**Problem:** While submitting a transaction, the terminal stays at the "POS Dialing" screen.

**Possible Solutions:**

- Make sure that the phone cord between the terminal and the wall jack is secure in both outlets.
- If the above procedure does not work, this may indicate a modem problem in the terminal, or a communications problem at the Medi-Cal Host computer. Call the EDS POS/Internet Help Desk for instructions.

## **PRINTER**

**Problem:** No power.

**Possible Solutions:**

- Make sure that all plugs are firmly connected between the wall outlet and the POS device.
- Plug in a different appliance to the power outlet to determine if the outlet is working.
- If the POS device is plugged into a power strip, make sure the switch on the power strip is on. If the strip is equipped with a reset button, press it.

**Problem:** Printer prints, but characters are faint or do not print at all.

**Possible Solution:**

- Replace printer ribbon.

**Problem:** Printer paper is jammed.

**Possible Solution:**

- Remove the paper from the printer. Trim the edge, if necessary, and re-load the paper.

**Problem:** “PRINTER ERROR” or “OUT OF PAPER”

**Possible Solution:**

- If the paper is not out, the printer option may be incorrect. See a following page for more information and change printer option.

**Problem:** Printer is printing on the left-hand margin.

**Possible Solution:**

- The printer option may be incorrect. See a following page for information and change printer option.

**Printer Specifications**

The following are POS printer specifications to aid in proper maintenance.

**Printer Ribbon**

There are currently two types of printers. The printer serial numbers designate whether the printer is the old type or the new type. The printer type is indicated on the bottom of the printer. The “old” printer is labeled as “Invoice Printer P7-40P.” The “new” printer is labeled as “Model P8F.” The serial number is located on the bottom of the printer. Specifications for the old and new printer ribbons are as follows:

**Old Printer**

- Model number: Epson ERC-02 B/K
- Black dye-based ink
- 28 percent ink density
- Nylon ribbon
- 13 millimeters wide by 6,000 millimeters long
- 0.35 millimeter (Epson standard) spool
- Epson standard cassette

**New Printer**

- Manufacturer: Porelon  
Model number: #PC643
- Manufacturer: Star Micronics  
Model number: SP200; MP200; SP212FC; SP212FD; SP216
- Manufacturer: Hypercom  
Model number: RC2001B
- Fabric Type: Standard Density Nylon
- Size: ½” x 12’
- Color: purple or black

**Printer Paper Specifications**

Replace the printer paper with a paper that meets the following specifications:

- 76 millimeters wide ( $\pm 0.5$  millimeters)
- 52 – 64 grams per square meter (14 – 17 pounds)
- Less than 0.09 millimeters thick

**Note:** The printer ribbon and paper described above are available in most office supply stores.

**POS Help Desk – 1-800-427-1295**